



**INDIAN INSTITUTE OF TECHNOLOGY BOMBAY**  
**MATERIALS MANAGEMENT DIVISION**  
**Powai, Mumbai - 400076**

**Technical Specification :**

- **AMC for Dell PowerEdge Servers for 2 years (Quantity = 100)**

**Description:-**

AMC for hundred Dell PowerEdge servers for 2 years

| <u>SI NO</u> | <u>Model</u>          | <u>Quantity</u> |
|--------------|-----------------------|-----------------|
| 1.           | Dell PowerEdge R730xd | 60              |
| 2.           | DellPowerEdge R630    | 34              |
| 3.           | DellPoweeEdge R730    | 06              |

**Service tag Details in Annexure - I**

**Terms & Conditions: -**

- Along with the quotation, the bidder should submit a MAF (Manufacturer Authorization Form) stating the experience of the bidder with such devices.
- The successful bidder will be fully responsible for getting support from OEM Pro Support (24x7 x NBD) for in respect of each and every Hardware parts and technical support for Dell PowerEdge Servers whose serial numbers mentioned in this tender.
- Within this comprehensive on-site AMC (including labour, spares, technical support, parts shipping) of 2 years, minor defects shall be rectified not later than 48 hours and major defects shall be rectified not later than 72 hours. Initial response time must be 4 hours and it should be available for 24x7.
- Successful bidder needs to submit a copy of agreement signed between bidder and OEM in respect of this Comprehensive AMC. The order should be backline with M/s Dell International Services India Pvt. Ltd as these systems were procured from Dell for seamless and world class support on the same.
- Bidder should have a local support Centre in Mumbai.
- The Purchaser reserves the right to blacklist OEM / bidder if there is a delay involved in servicing or with the warranty beyond the mentioned period.
- Currently, the bidder should not be blacklisted by any department of IIT Bombay, or by any other IIT, or by any state or central government body or organization, or by an autonomous body governed by state or central government. Bidder must submit an undertaking (self-certificate) regarding the same on company letterhead.

- Payment for the two year Comprehensive AMC will be made bi-annually if the service and support are satisfactory.
- An undertaking of acceptance of above terms & conditions must be given by the Bidder.
- Purchaser reserves all the rights to reject the quotation or blacklist (Department level) the bidder if any of the above condition violated by the bidder.

## **Annexure-I**

### **Service Tag Details**

#### **Service Tag for Dell PowerEdge R730xd**

H7TGHJ2, H7TFHJ2, H6SHHJ2, H7PBHJ2, H6RBHJ2, H769HJ2, H7K9HJ2, H6YFHJ2, H7XBHJ2, H7LGHJ2, H6ZFHJ2, H7RHHJ2, H7NCHJ2, H7T8HJ2, H7TBHJ2, H7HGHJ2, H6Y7HJ2, H7Y8HJ2, H7XFHJ2, H7NFHJ2, H7R8HJ2, H7QDHJ2, H7SFHJ2, H6MHHJ2, H7LCHJ2, H7KGHJ2, H7PHHJ2, H7WBHJ2, H6PFHJ2, H7QGHJ2, H76HHJ2, H7RCHJ2, H7P8HJ2, H7R9HJ2, H7RBHJ2, H7KHHJ2, H6Z8HJ2, H7HJHJ2, H7JFHJ2, H7RFHJ2, H7SBHJ2, H7S9HJ2, H7WHHJ2, H6HCHJ2, H7Q8HJ2, H7V9HJ2, H6WFHJ2, H7VBHJ2, H7C8HJ2, H7BCHJ2, H79JHJ2, H6QGHJ2, H6P8HJ2, H7BGHJ2, H6T9HJ2, H6RDHJ2, H6SBHJ2, H7CCHJ2, H7N9HJ2, H7SDHJ2

#### **Service Tag for Dell PowerEdge R630**

18792K2, 18KF2K2, 18FD2K2, 17XG2K2, 186F2K2, 180H2K2, 17VB2K2, 18JH2K2, 17XB2K2, 186C2K2, 189C2K2, 17WD2K2, 18292K2, 17Y92K2, 18J92K2, 180D2K2, 188D2K2, 184F2K2, 182C2K2, 18DH2K2, 183D2K2, 18BB2K2, 184G2K2, 18H92K2, 18392K2, 185C2K2, 18HB2K2, 18JD2K2, 183G2K2, 187F2K2, 188H2K2, 189H2K2, 18BC2K2, FLF82K2

#### **Service Tag for Dell PoweeEdge R730**

96HVCK2, 96HWCK2, 96HXCK2, 96HYCK2, FJ292K2, FJF72K2